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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
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Davide Antilli

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INTELLECTUAL PROPERTY / TECHNOLOGY LAW

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RESEARCH TRIANGLE PARK, NC 27709

EXAMINER

NGUYEN, PHUNG HOANG JOSEPH

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PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary	Application No. 10/549,392	Applicant(s) ANTILLI, DAVIDE	
	Examiner PHUNG-HOANG J. NGUYEN	Art Unit 2614	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 05 September 2006.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-27 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-27 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☒ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____ |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| Paper No(s)/Mail Date <u>11/14/2005</u> . | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

Information Disclosure Statement

1. The information disclosure statement (IDS) submitted on 11/14/05 was received. The submission is in compliance with the provisions of 37 CFR 1.97. Accordingly, the information disclosure statement is being considered by the examiner.

Claim Rejections - 35 USC § 102

2. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

3. Claims 1-2, 8, 17 are rejected under 35 U.S.C. 102(b) as being anticipated by Wilson (EP 1 195 975).

As to claims 1 and 17, Wilson teaches a system for establishing a connection between a contact requester (*mobile station caller*) and a plurality of communication centers ([0026], [0029] - [0030]) comprising:

a message receiver for accepting a message and a contact number ([0023], lines 28-29);

a parser for parsing the message and identifying one or more identifiers in the message including a destination identifier ([0023], lines 29-30; [0027]); and

a connector which uses the destination identifier and the contact number to establish a connection between a requested one of the plurality of communications centers and the contact requester ([0023], lines 31-34; [0027]).

As to claim 2, Wilson teaches a look-up table (*ADDD database*) having a list of communications centers and a correlated list of destination identifiers, whereby the connector uses the look-up table to establish the requested one of the plurality of communications centers ([0029] - [0030]) from the destination identifier ([0027]).

As to claim 8, Wilson teaches the message is in either a text format ([0027], line 51), an audio format or an image format.

Claim Rejections - 35 USC § 103

4. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

5. Claims 3-7, 9-10, 12, 18-21 are rejected under 35 U.S.C. 103(a) as being unpatentable over Wilson (EP 1 195 975) in view of Wildman et al. (EP 1 168 791).

As to claim 3, Wilson does not teach queuing in a queue requests to establish the connection between the contact requester and the requested one of the plurality of communications centers.

Wildman et al. teaches queuing in a queue requests to establish the connection between the contact requester and the requested one of the plurality of communications centers ([0006]).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the teachings of Wildman into the teachings of Wilson for the purpose of having a more efficient system and allowing callers to hang up while waiting in the queue, and when callers arrive at the front of the queue, callers are called back and connected with an agent, as discussed by Wildman ([0009]). Queuing callers in a queue is well known in call centers environment and the advantage of having queues are also well known.

As to claim 4, Wildman et al. teaches the connector (*call-back handler*) establishes a connection between the connector and the requested one of the plurality of communications centers, and subsequently establishes a connection between the connector and the contact requester, thereby establishing the connection between the communication center and the contact requester ([0015]).

As to claim 5, Wildman et al. teaches the connector establishes a telephone connection between the contact requester and a staff member at the communication center ([0047] and [0083]).

As to claims 6 and 19, Wildman et al. teaches passing one or more identifiers to the requested one of the plurality of communication centers ([0039]).

As to claims 7 and 18, Wildman et al. teaches the connector passes to the requested one of the plurality of communication centers at least the contact number ([0039]).

As to claim 9, Wildman et al. teaches at least one timer for timing the length of time required to established the communication center connection ([0010] and [0036] - *where Wildman discussed handling a call back queue with a time controller, and arranging to place a pre-determined number of calls at one time, hence it would have been obvious to one of ordinary skill in the art that the time controller for timing the length of time required to establish the connection*).

As to claim 10, Wildman et al. teaches if the contact requester connection between the connector and the contact requester cannot established, retried a predetermined maximum number of time ([0077]); and since there are other callers waiting in the queue ([0034]), therefore, it would have been obvious to one of ordinary skill in the art at to place the request / caller at the bottom of the queue after maximum number of retries, otherwise other callers will be waiting on the queue forever and that will defeat the purpose of assisting customers or call centers.

Claim 12 is rejected for the same reasons as discussed above with respect to claim 1. Furthermore, Wildman et al. teaches a plurality of work stations for use by staff members ([0035]); and a connection acceptor for accepting a communications center connection and for passing the request to one of the plurality of work stations ([0075]).

As to claim 20, Wildman et al. teaches rescheduling the time for establishing a connection in the event that the connection is not established within a first time frame ([0075]).

As to claim 21, Wildman et al. teaches cancelling a request for connection if the connection is not established with a second time frame (Fig. 7, 93).

6. Claim 11 is rejected under 35 U.S.C. 103(a) as being unpatentable over Wilson (EP 1 195 975) in view of Gechter et al. (US Patent 5,274,700).

As to claim 11, Wilson does not teach a list of staff members at the communication centers to whom the requests may currently be sent.

Gechter et al. teaches a list of staff members at the communication centers to whom the requests may currently be sent (col. 2, lines 5-9 - *where Gechter discussed routing the request based on status signals received from agent stations, capabilities, identities of agent, or locations of agents' stations, hence there exists a list of agents with agents' identities and agents' status / capabilities, for example, agent is busy or available to have the requests sent*).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the teachings of Gechter into the teachings of Wilson for the purpose of better managing and load balancing in call centers.

7. Claims 13-16 are rejected under 35 U.S.C. 103(a) as being unpatentable over Wilson (EP 1 195 975) in view of Wildman et al. (EP 1 168 791) and further in view of Gechter et al. (US Patent 5,274,700).

As to claim 13, Wilson and Wildman do not teach the communication center comprising a customer relationship manager accessible by the staff members.

Gechter et al. teaches the communication center comprising a customer relationship manager accessible by the staff members (col. 2, lines 44-53; col. 4, lines 39-50).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the teachings of Gechter into the teachings of Wilson and Wildman for the purpose of have a more efficient system having a manager accessible by staff members on duty at all time to handle everyday issues.

As to claim 14, Gechter et al. teaches receiving the contact number of the contact requester and accesses data in the customer relationship manager by means of the contact number (col. 2, lines 44-53 - *where Gechter discussed a system manager and agent supervisor stations connecting and receiving information from the routing means, control signals relating to the support of the supervised agent activities, hence the routing means has all routing information including contact number of the contact requester for routing purposes*).

As to claim 15, Gechter et al. teaches the communication center including an on-line indicator to indicate which one of the work stations are in use (Fig. 4; col. 8, lines 63-65).

As to claim 16, Gechter et al. teaches the communication center including in IVR system to enable the staff member to indicate that the work station is in use (col. 12, lines 48-56).

8. Claims 22-27 are rejected under 35 U.S.C. 103(a) as being unpatentable over Wilson (EP 1 195 975) in view of Shires (US 6,792,102).

As to claims 22-23 and 26-27, Wilson teaches a communication device (*mobile telephone*) has memory for storing telephone numbers and appropriate alphanumeric identifiers ([0015]), Short Message Service forming part of the GSM standard enables alphanumeric text messages to be sent to the destination including a database for providing information in response to a query ([0017]); the communication device sends message to the database ADDD that storing destination numbers associated with contact number ([0027]). However, Wilson does not explicitly teach a communication device comprising a display device for displaying a graphical user interface, and different parts of memory for storing different information.

Shires teaches a communication device comprising a display device for displaying a graphical user interface (Fig. 7; col. 6, lines 30-49); a memory for storing icons for display on the graphical user interface (col. 6, lines 50-60 - *where Shires discussed user 710 clicking on a button for support selection, clicking a submit button to send call back request to the telephony server, hence the icons are stored in memory for display on the graphical user interface*)

It would have been obvious to one of ordinary skill in the art at the time the invention was made that one may design a device with memory storage for storing all different information, or separate memory into sections for storing different information in different sections. It is purely design choice. The latter one is the preferred in the instant application.

As to claim 24, Wilson teaches a receiver for receiving at least one of the plurality of icons, the plurality of destination numbers ([0027]) and/or the plurality of reference numbers.

As to claim 25, Shires teaches selecting one of the plurality of icons and sending to the system a message (col. 6, lines 50-60).

Conclusion

9. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

Foladare et al. (US 6,049,602) teaches virtual call center.

Clare et al. (US 5,465,286) teaches apparatus for supervising an automatic call distribution telephone system.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to PHUNG-HOANG J. NGUYEN whose telephone number is (571)270-1949. The examiner can normally be reached on Monday to Thursday, 8:30AM - 5:00PM EST.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Fan Tsang can be reached on 571 272 7547. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

May 15, 2008

/Phung-Hoang J Nguyen/
Examiner, Art Unit 2614

/Fan Tsang/
Supervisory Patent Examiner, Art Unit 2614